

**Duke, Daphne**

2/9682

2004333-C

**From:** Erskine, Randy H.  
**Sent:** Tuesday, October 13, 2009 3:34 PM  
**To:** Duke, Daphne  
**Subject:** FW: France Telecom Corporate Solutions L.L.C. - Q3 2009 Service Quality Report  
**Attachments:** CLEC Service Quality Report - Q3-2009.doc

**From:** joe.topel@orange-ftgroup.com [mailto:joe.topel@orange-ftgroup.com]  
**Sent:** Tuesday, October 13, 2009 3:27 PM  
**To:** Erskine, Randy H.  
**Subject:** France Telecom Corporate Solutions L.L.C. - Q3 2009 Service Quality Report

Hello,

Please find attached the service quality report for Q3 2009 for France Telecom Corporate Solutions L.L.C.

Please contact me with any questions.

Best regards,

Joe Topel  
Regulatory Manager  
France Telecom Corporate Solutions L.L.C.  
13775 McLearen Road  
Mail Stop 1100  
Oak Hill, VA 20171  
Phone: 703-375-7323  
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**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

France Telecom Corporate Solutions L.L.C.

QUARTER / YEAR

Q3 / 2009

Month:

Jul      Aug      Sep

Number of Customer Access Lines

5      5      5

Trouble Reports / Access Line (%)

\_\_\_\_\_

Customer Out of Service Clearing Times (%)

\_\_\_\_\_

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_

Commitments Fulfilled (%)

\_\_\_\_\_

Comments / Explanations: FTCS is a non-facilities based reseller with one (1) customer in SC. All service functions are performed by the underlying carriers.

Person Making Report / Contact Information: Joe Topel, Regulatory Manager,  
(703)-375-7323, 13775 McLearen Rd., Mail Stop 1100, Oak Hill, VA 20171